

The diagram illustrates the network configuration of the USER SUPPORT SYSTEM. It features a central hub (14) connected to two USER TERMINALs (12). The hub is also connected to a large box labeled 16, which contains a CHAT SERVER (24) and an ORIGINATING SERVER (20). The hub is further connected to a box labeled 26, which contains a RECIPE SERVER. The ORIGINATING SERVER (20) is connected to the CHAT SERVER (24) via dashed arrows labeled URLa and URLs. The RECIPE SERVER (26) is connected to the ORIGINATING SERVER (20) via dashed arrows labeled URLb and URLs. The entire system is labeled USER SUPPORT SYSTEM.

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FIG. 2

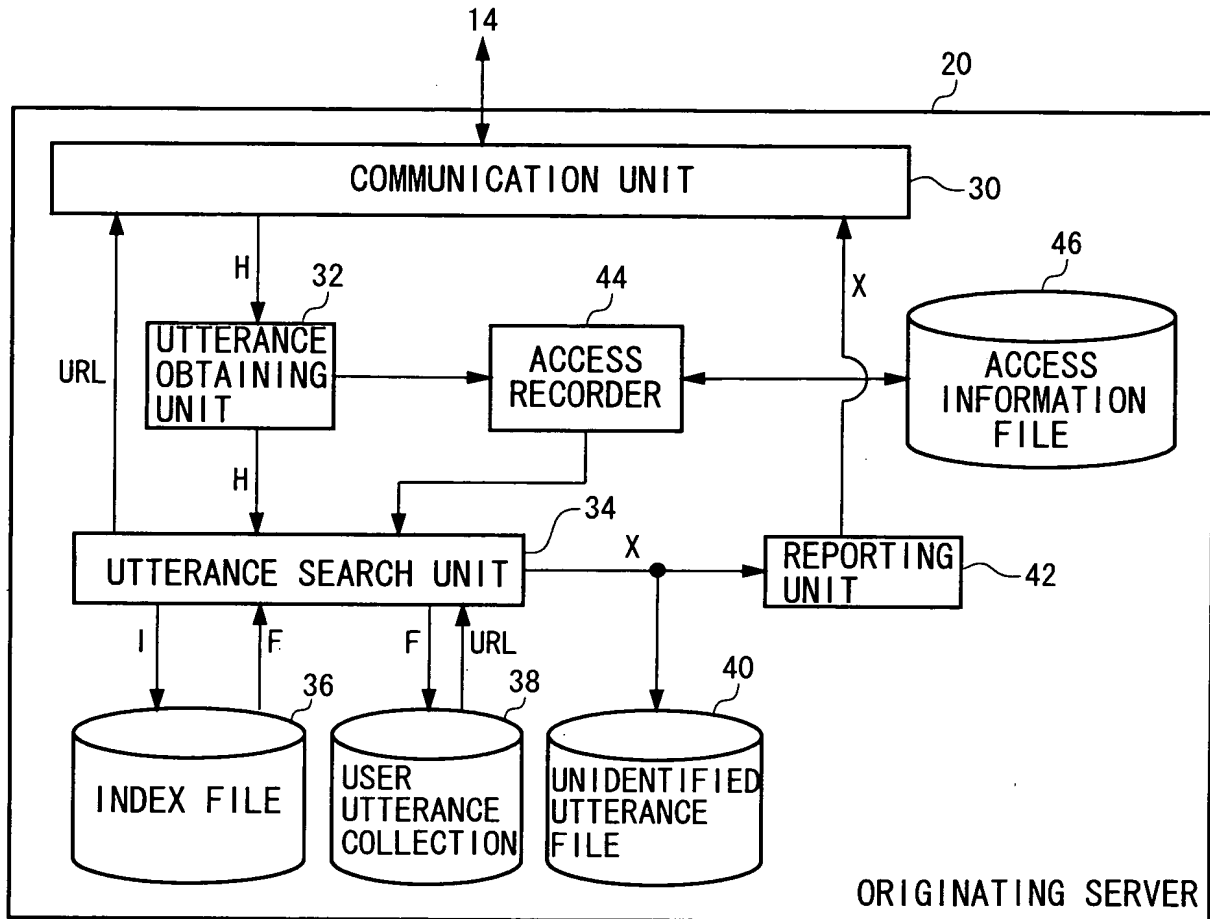


FIG. 3

A	AH	f001
	ARIGATO (THANK YOU)	f112
	⋮	⋮
K	⋮	⋮
	KON-NICHIWA (HELLO)	f045
	⋮	⋮

092222-02300  
T00220-28222850

FIG. 4

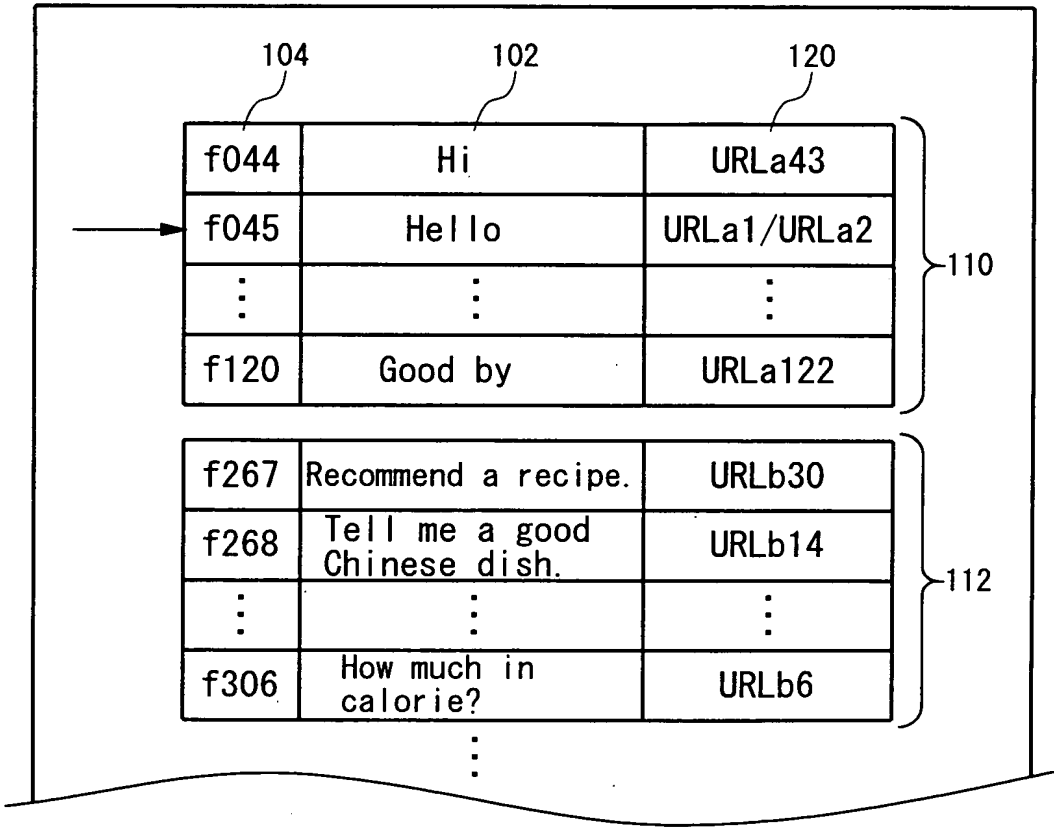
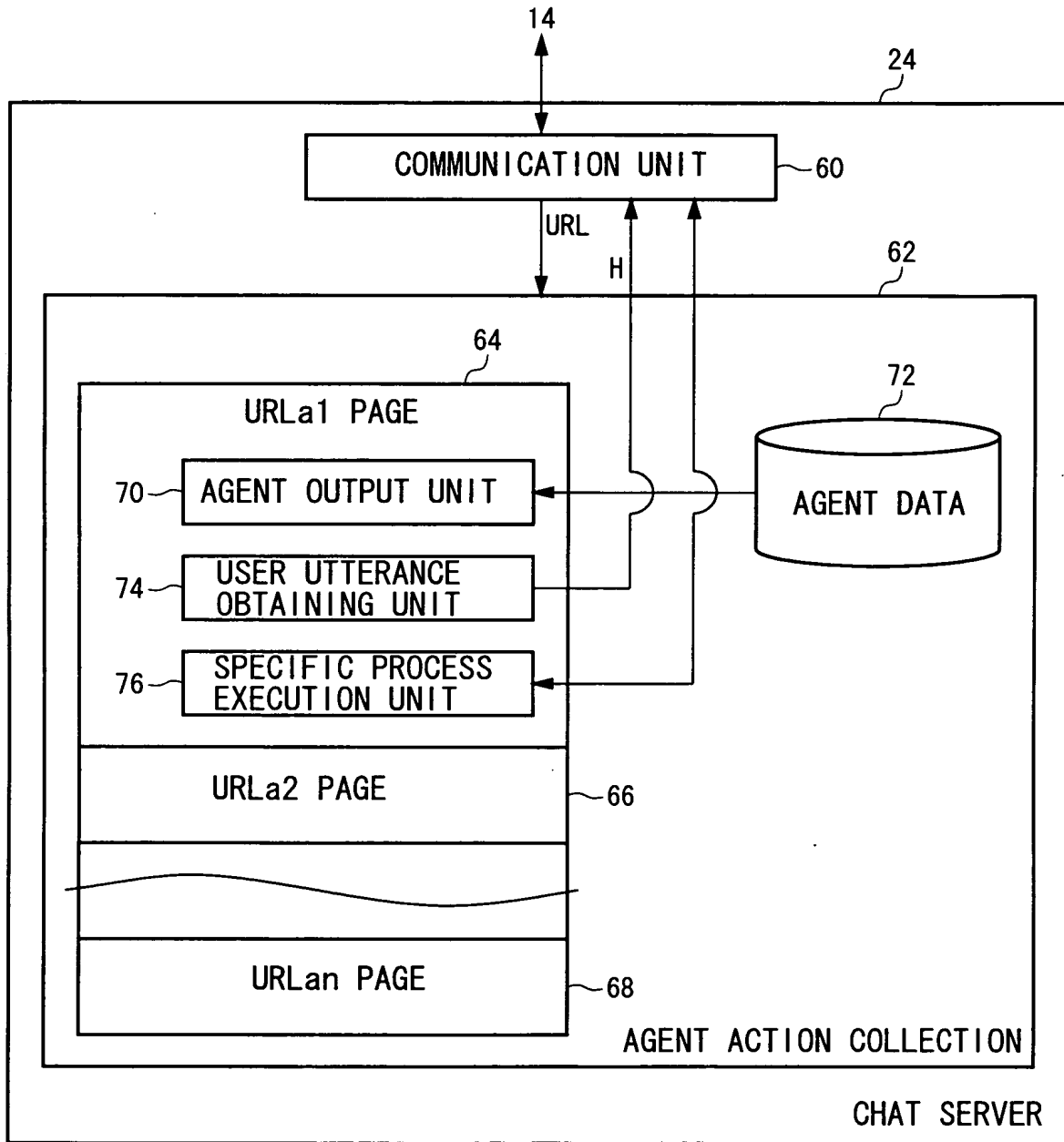


FIG. 5

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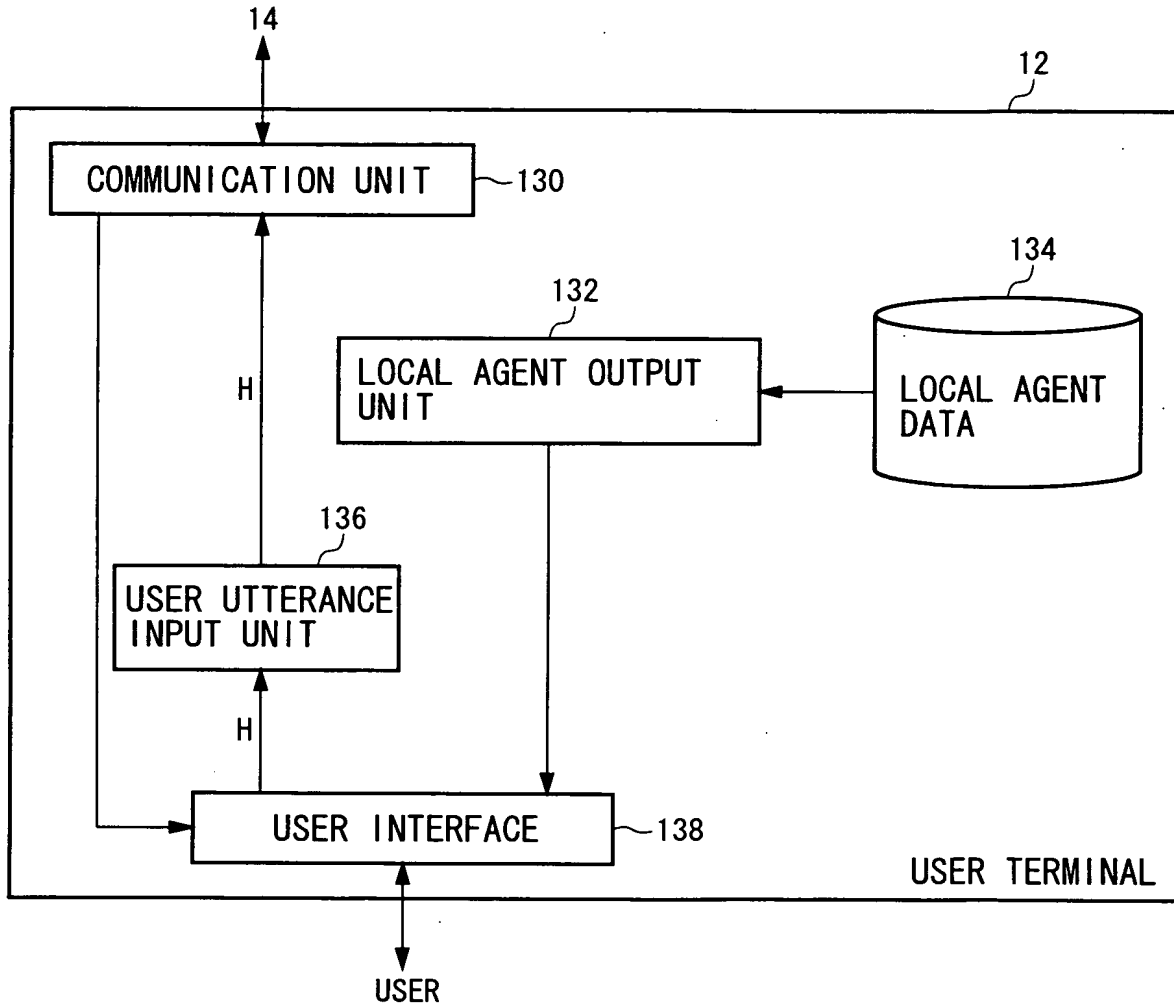
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FIG. 6



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FIG. 7



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Hello!  
I am a chat agent.  
Call me Peako.  
. . .

User Prompt	
Recommend a recipe.	SEND

### User Prompt

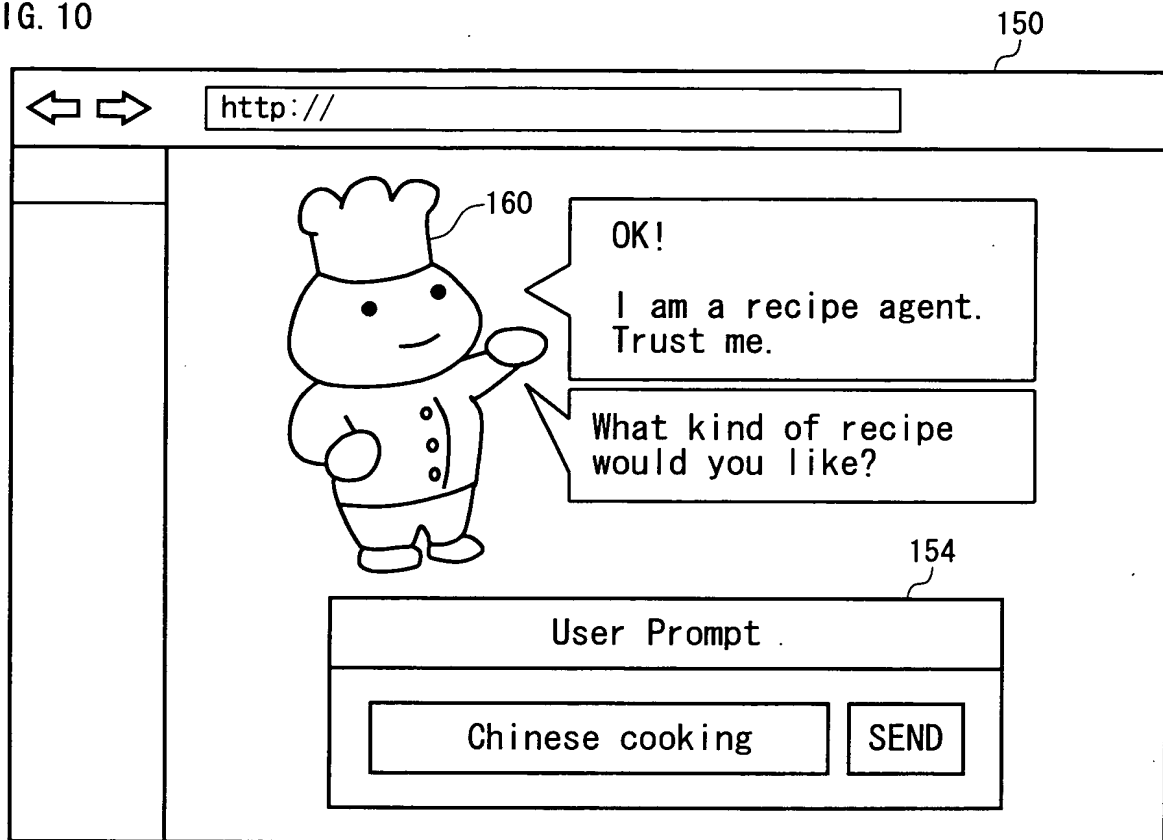
Recommend a recipe.

**SEND**

[illegible]

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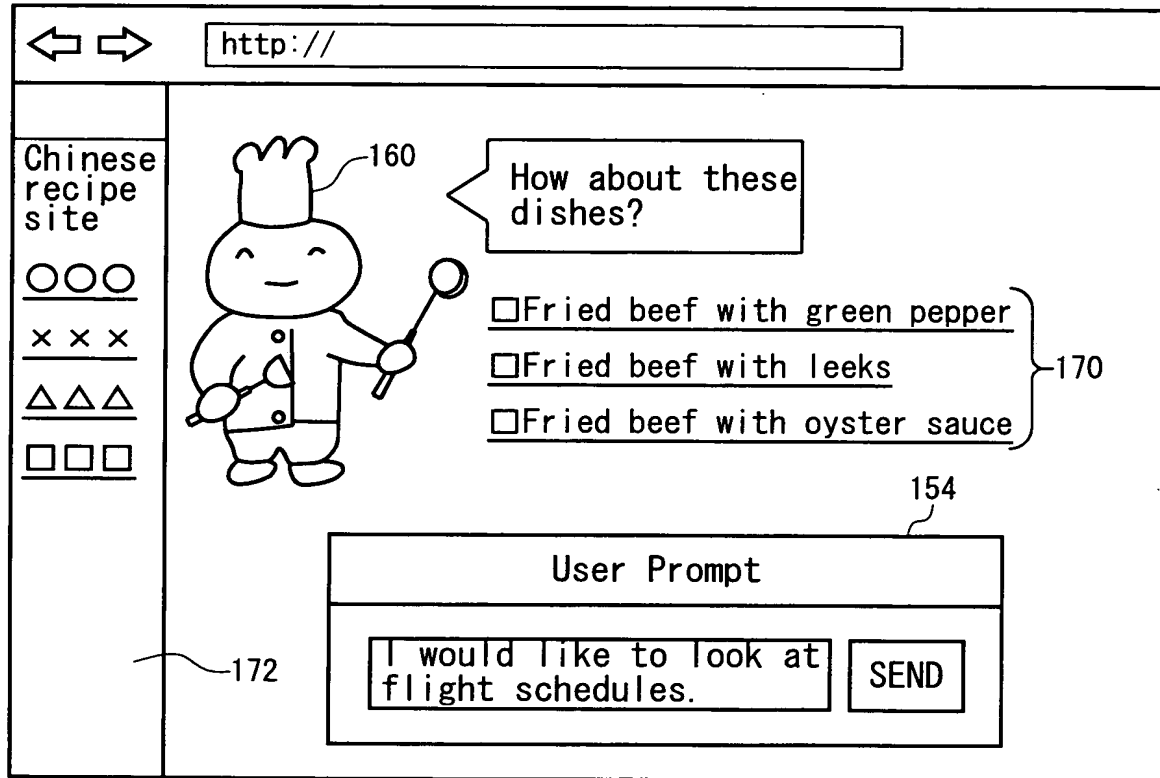
FIG. 10





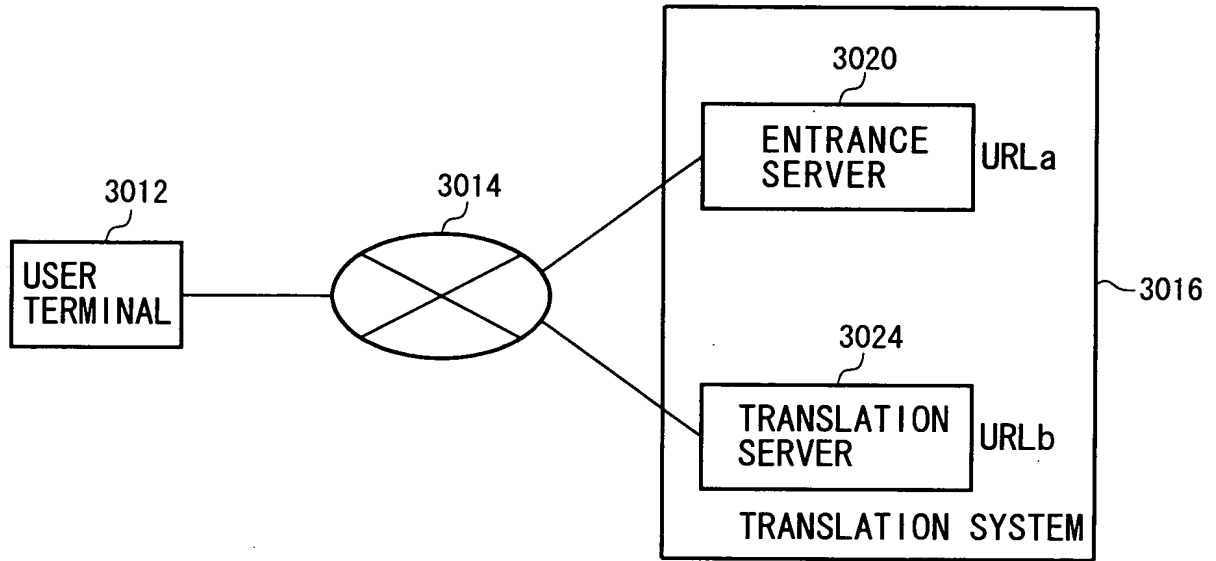
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FIG. 12



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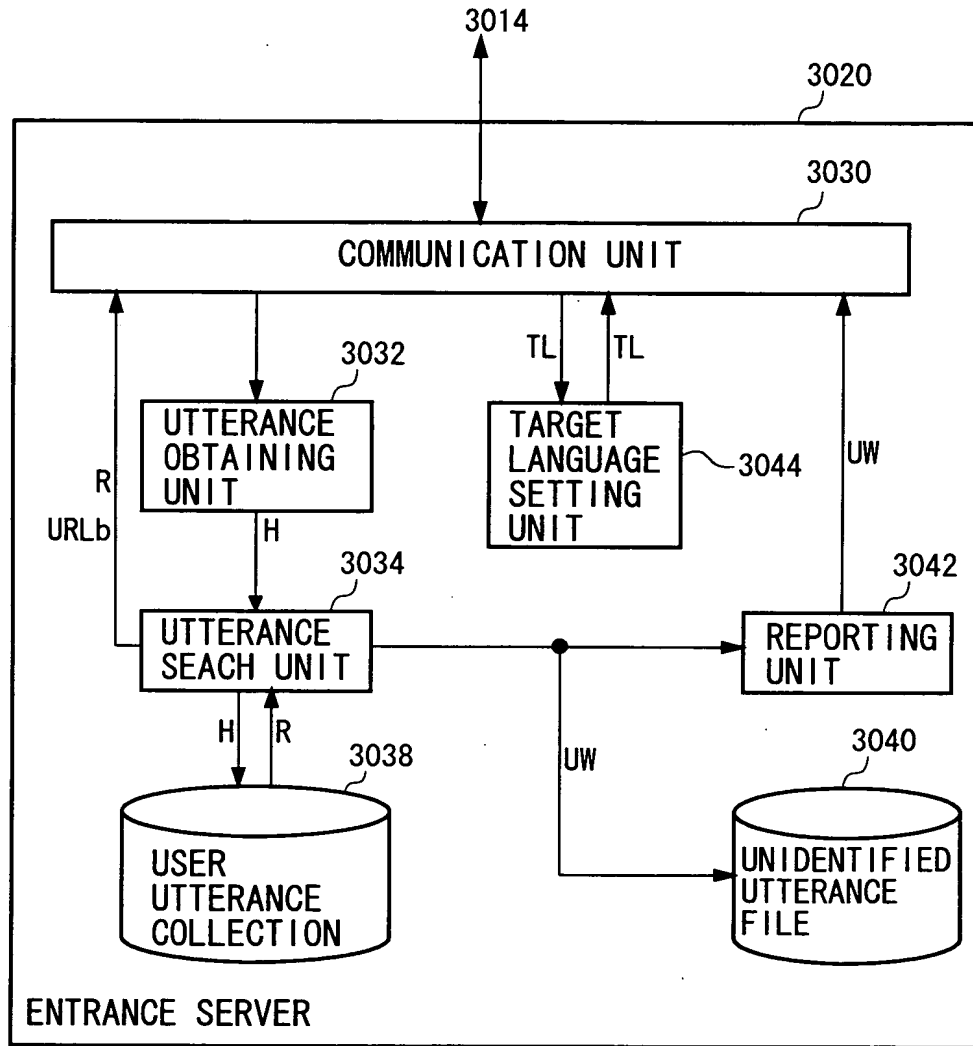
FIG. 13



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FIG. 14

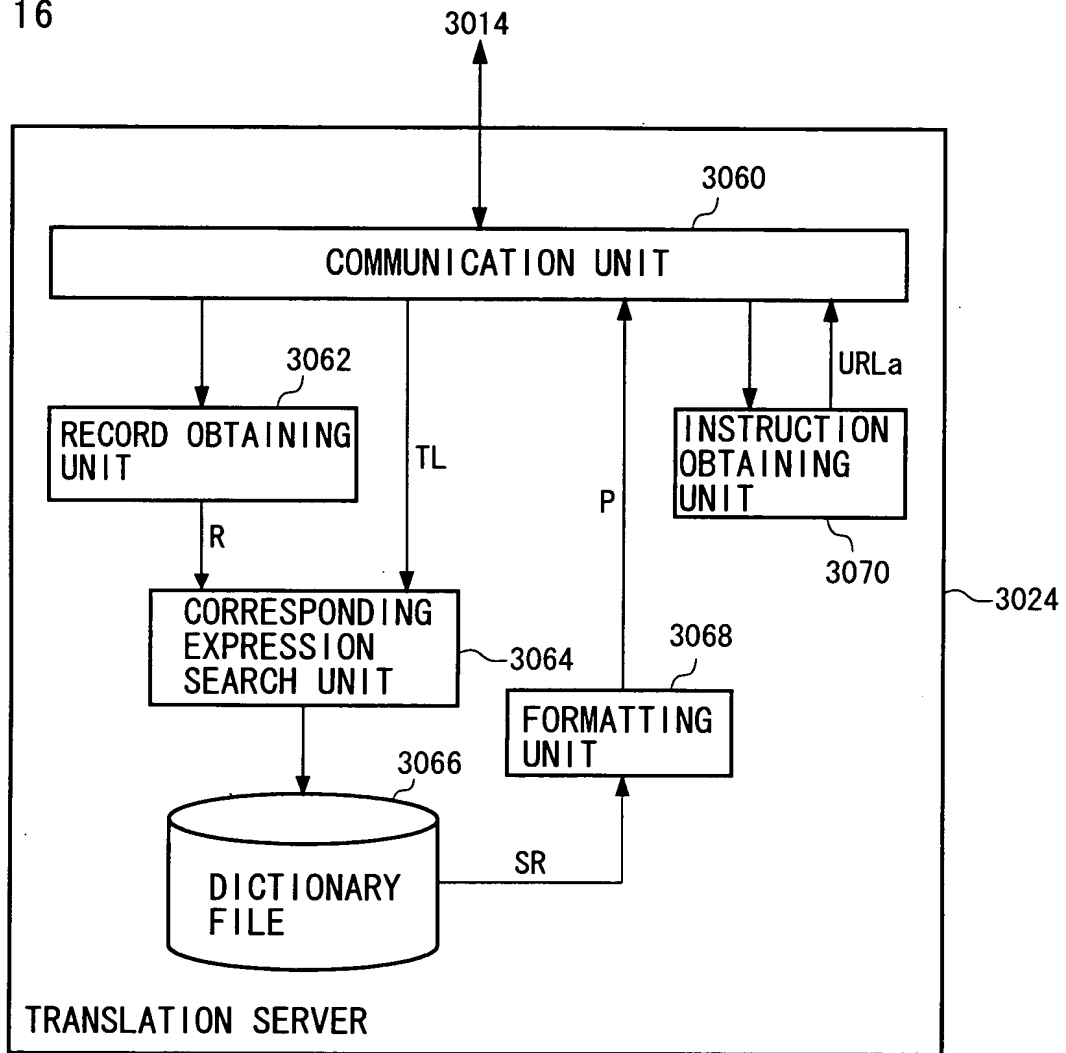


FIRST CHARACTER	USER UTTERANCE	RECORD
A	ASA (MORNING)	R003
	ARIGATO (THANK YOU)	R112
	⋮	⋮
K	⋮	⋮
	KON-NICHIWA (HELLO)	R045
	⋮	⋮

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FIG. 16





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FIG. 17

RECORD	ENGLISH	FRENCH	
⋮	⋮	⋮	
R112	① Thank you. (Normal) ② Thank you very much. (Polite) ⋮	① Merçi. (Normal) ① Merçi beaucoup. (Polite) ⋮	
R113	⋮	⋮	

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TABLE 2-continued

FIG. 18

← → http://

**VIRTUAL TRANSLATOR**

☆ Which language would you like translate into?

☒ English ☐ French ☐ German

☐ Chinese ☐ Spanish ...

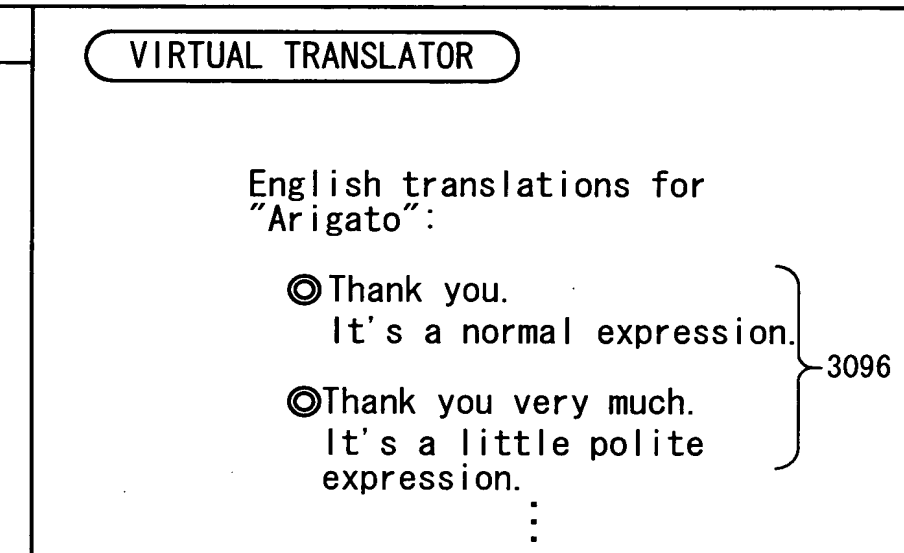
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☆ Please input a sentence or a word to be translated.

Arigato

3092

SEND 3094



← → http://

VIRTUAL TRANSLATOR

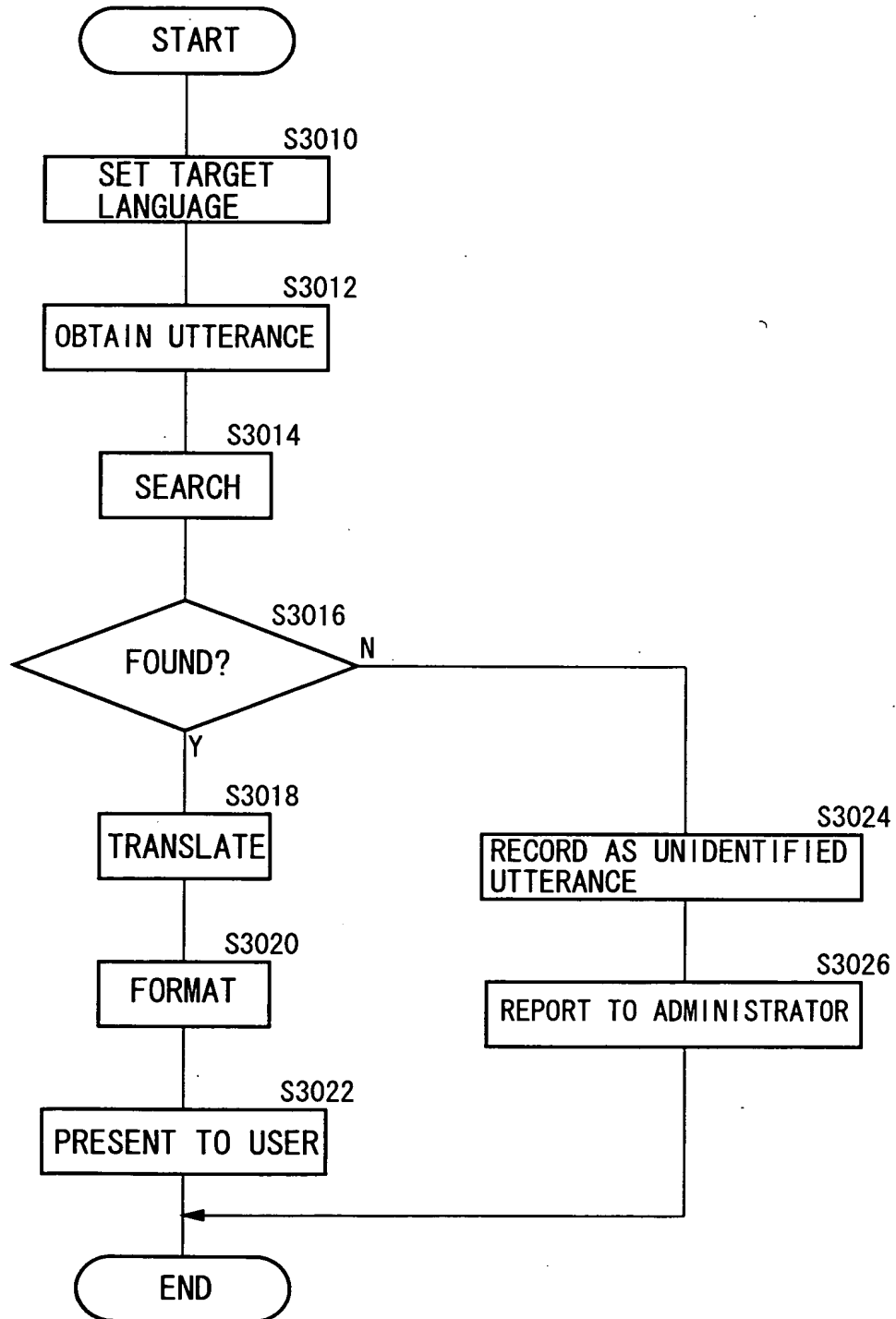
English translations for "Arigato":

- ◎Thank you.  
It's a normal expression.
- ◎Thank you very much.  
It's a little polite expression.
- ⋮

} 3096

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FIG. 20



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FIG. 21

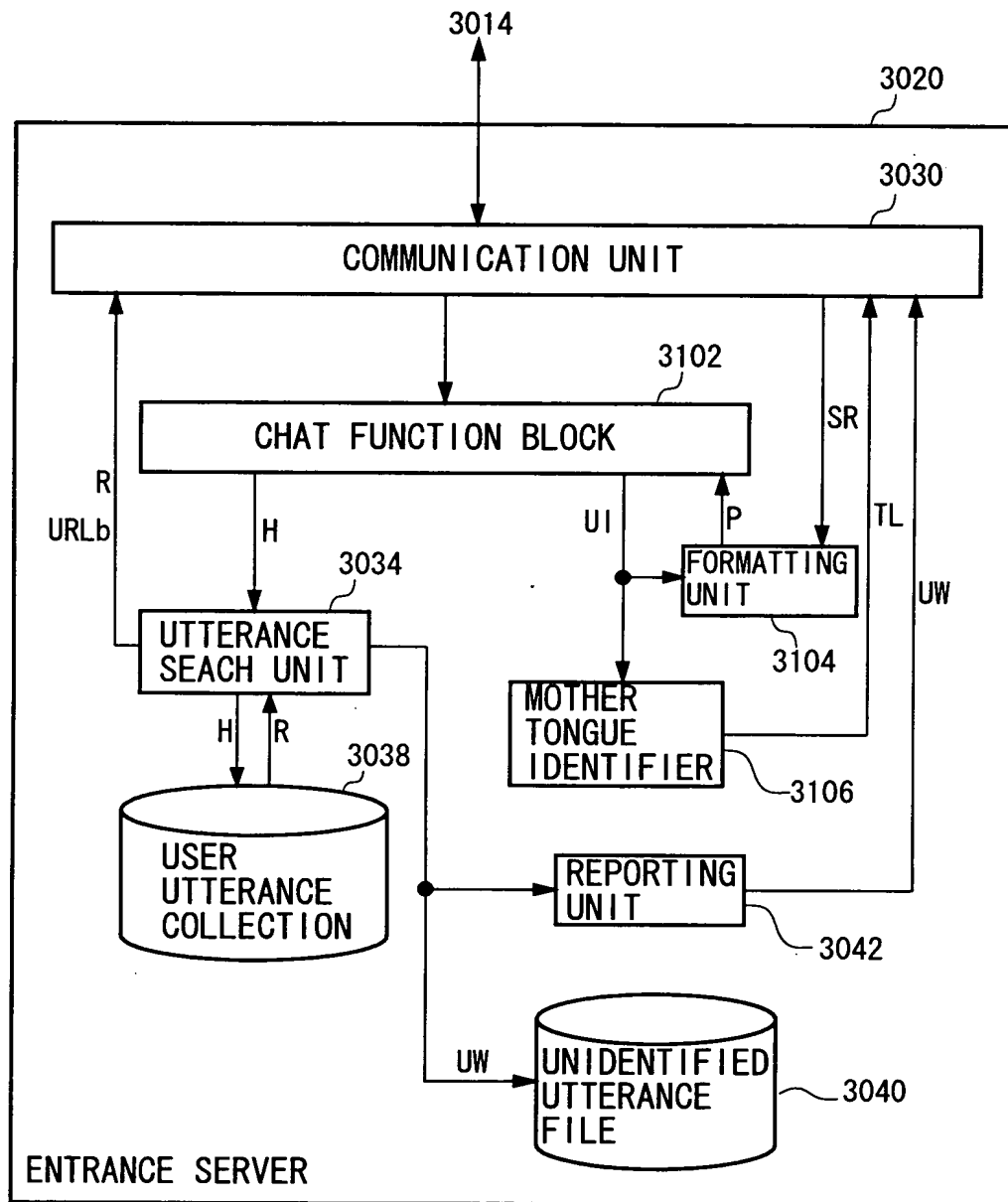


Figure 1 is a schematic diagram of a web browser window 3124. The address bar at the top displays the URL "http://xxx.co.jp/xxx". The main content area shows a chat interface titled "あなたの部屋： 娯楽" (Your Room: Entertainment). The chat log 3120 contains the following messages:

- ken\_123 : みなさん、こんにちは。
- tom : 今日、バスケットの試合、見に行くよ。
- mari\_038 : kenはどちらから？
- koji : tom、どのチームが好きなの？
- ken\_123 : 東京からつないでいる

To the right of the chat log is a list of participants 3122, each preceded by a selection icon (square or circle):

- ☐ tom
- ☐ mari\_038
- ☐ keiko
- ☐ ken\_123
- ☐ jane\_306
- ☐ taro
- ☐ koji
- ☐ pierre

Below the list of participants is a button labeled "他の言語へ" (To other languages) 3128. At the bottom of the window, there is a text input field 3126 and a "送信" (Send) button.

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FIG. 23

The screenshot shows a web browser window with the address bar displaying "http://xxx.com/xxx". The main content area is titled "Your Room : Entertainment" (3120). Inside this area, there is a chat log (3122) with the following messages:

- ken\_123 : Hello, everyone.
- tom : I go see basketball today.
- mari\_038 : From where, Ken ?
- koji : Which team is your favorite, tom ?
- ken\_123 : Connecting from Tokyo.

To the right of the chat log is a list of users (3122) with checkboxes:

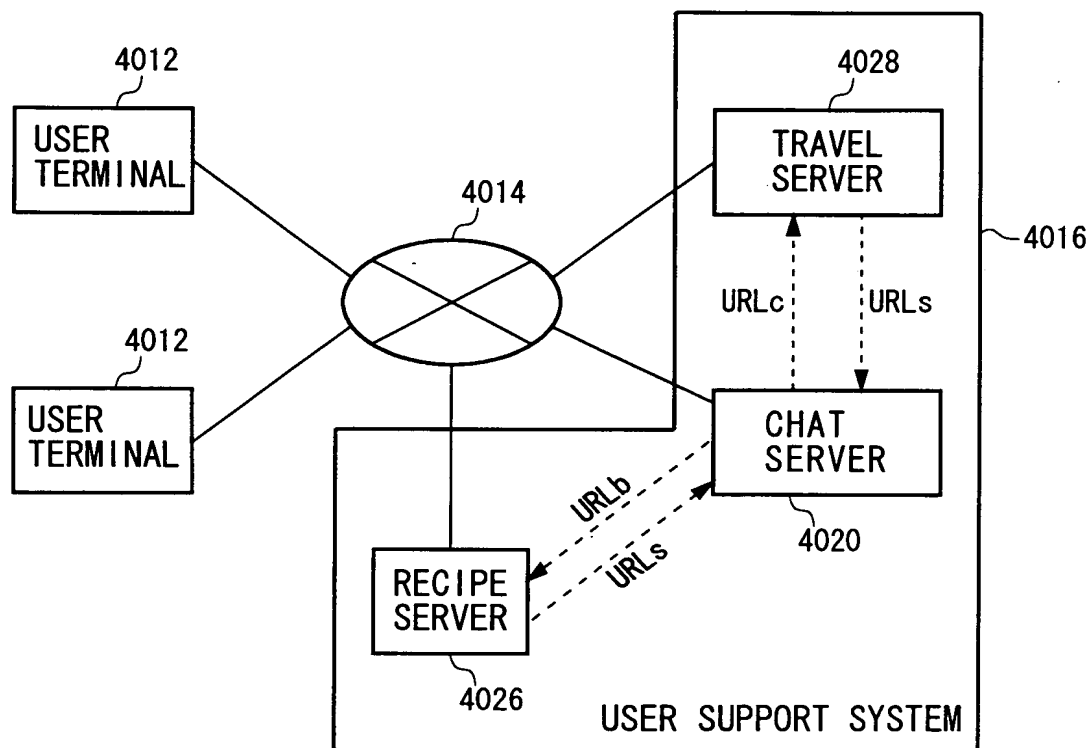
- ☐ tom
- ☐ mari\_038
- ☐ keiko
- ☐ ken\_123
- ☐ jane\_306
- ☐ taro
- ☐ koji
- ☐ pierre

Below the user list is a button labeled "OTHER LANGUAGES" (3128). At the bottom of the chat area is a text input field (3124) and a "Submit" button (3126).

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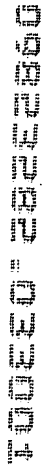
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FIG. 24



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[illegible]

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FIG. 26

A	AH	f001
	ARIGATO (THANK YOU)	f112
	⋮	⋮
K	⋮	⋮
	KON-NICHIWA (HELLO)	f045
	⋮	⋮

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FIG. 27

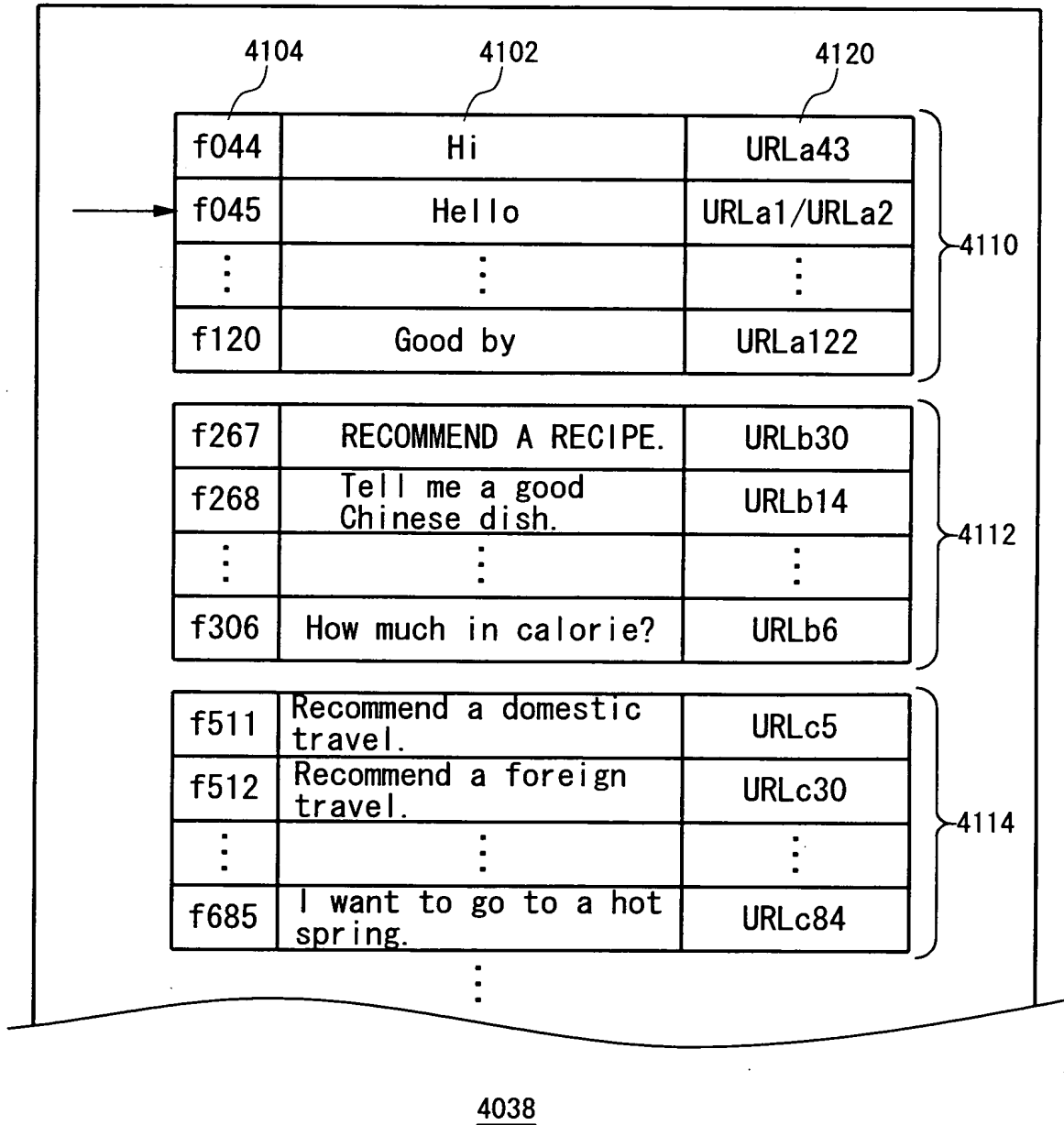


FIG. 28

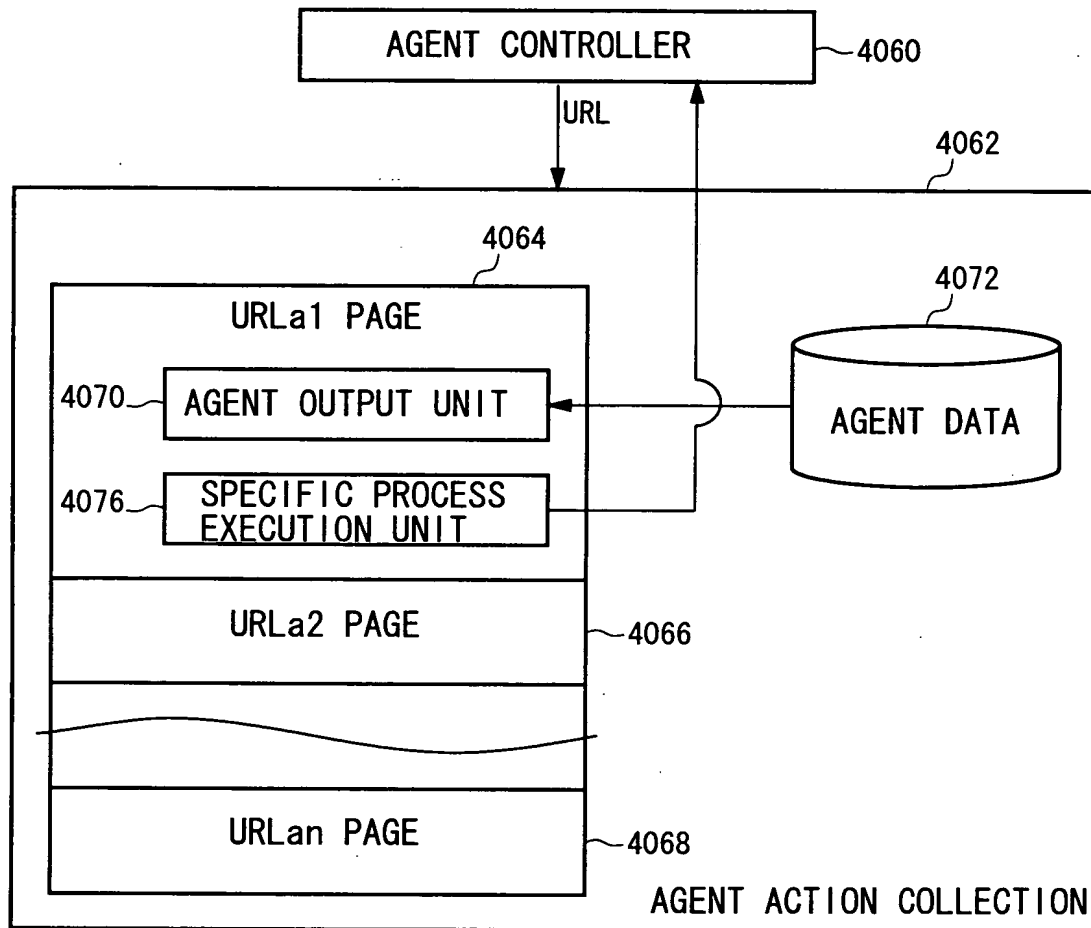
user1	CHAT, RECIPE, AUCTION
user2	TRAVEL, PC

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00000000-00000000

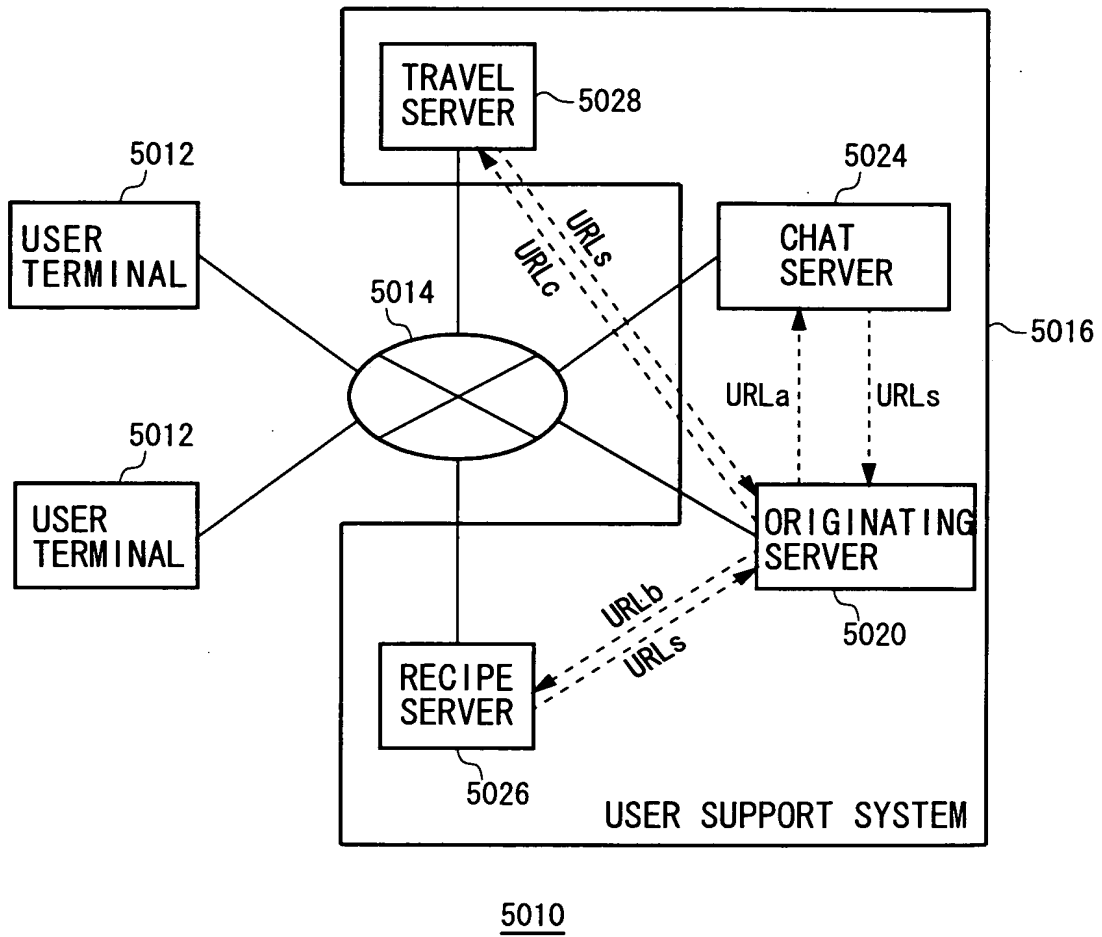
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FIG. 29



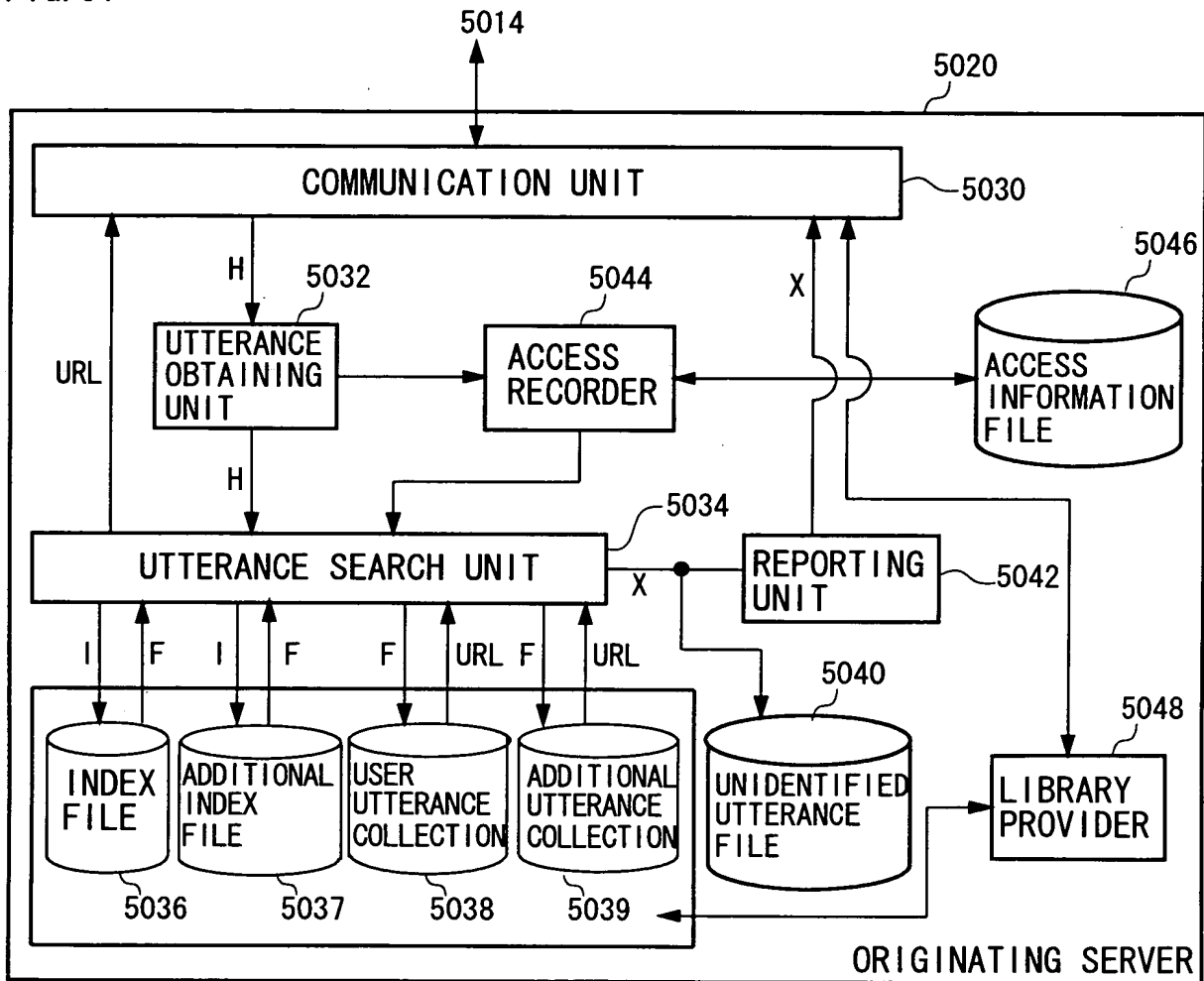
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FIG. 30



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FIG. 31

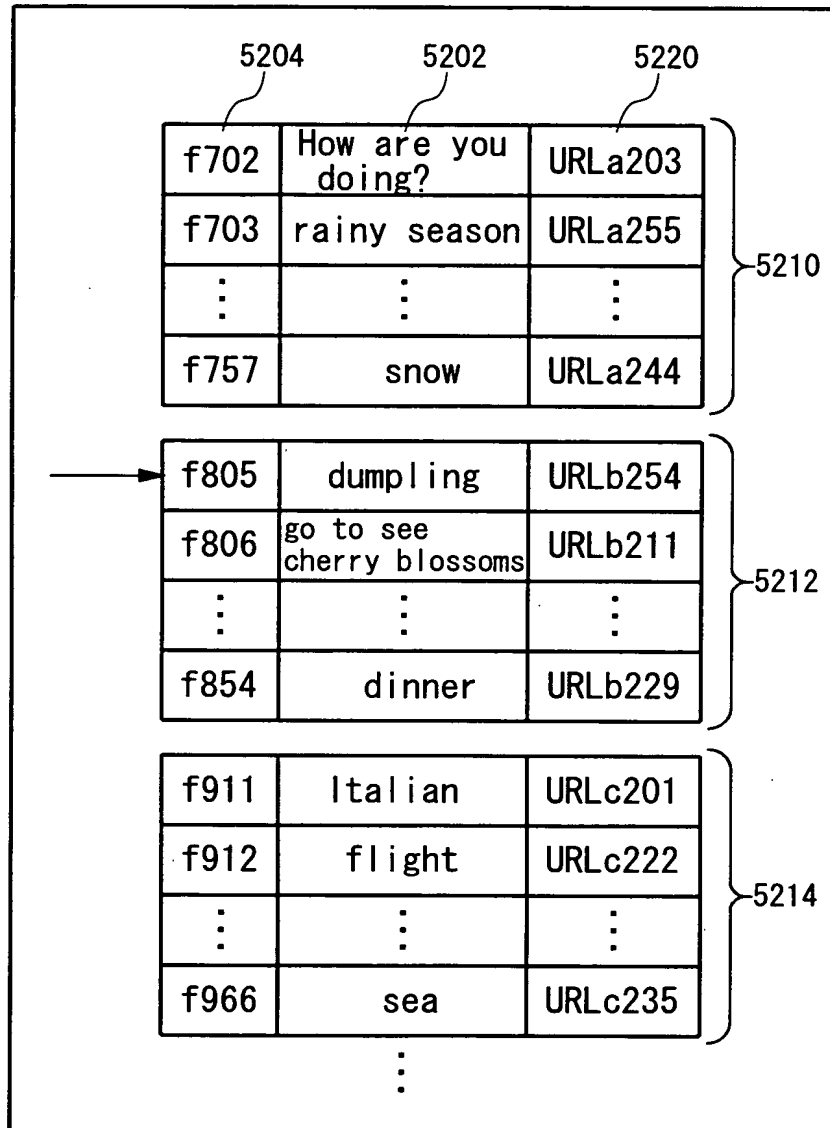






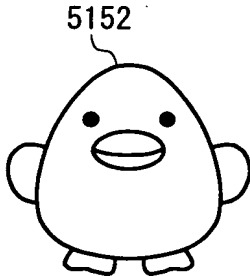
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FIG. 33



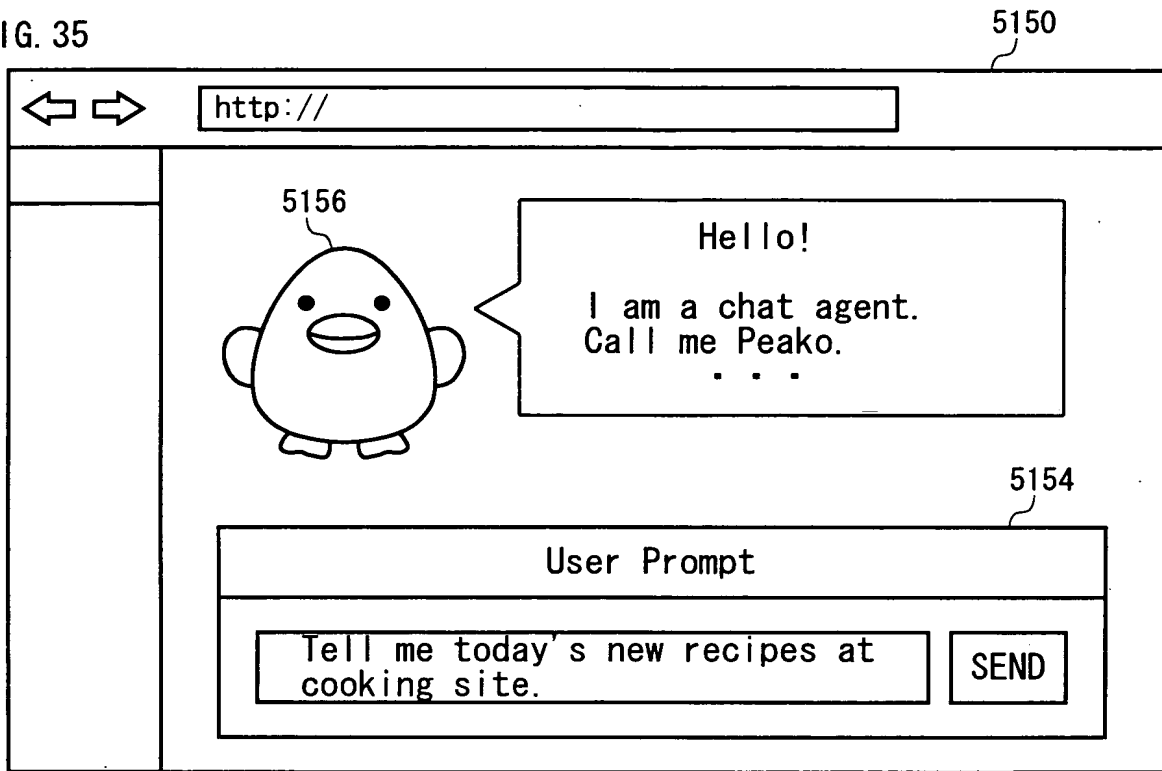
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FIG. 35



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FIG. 36

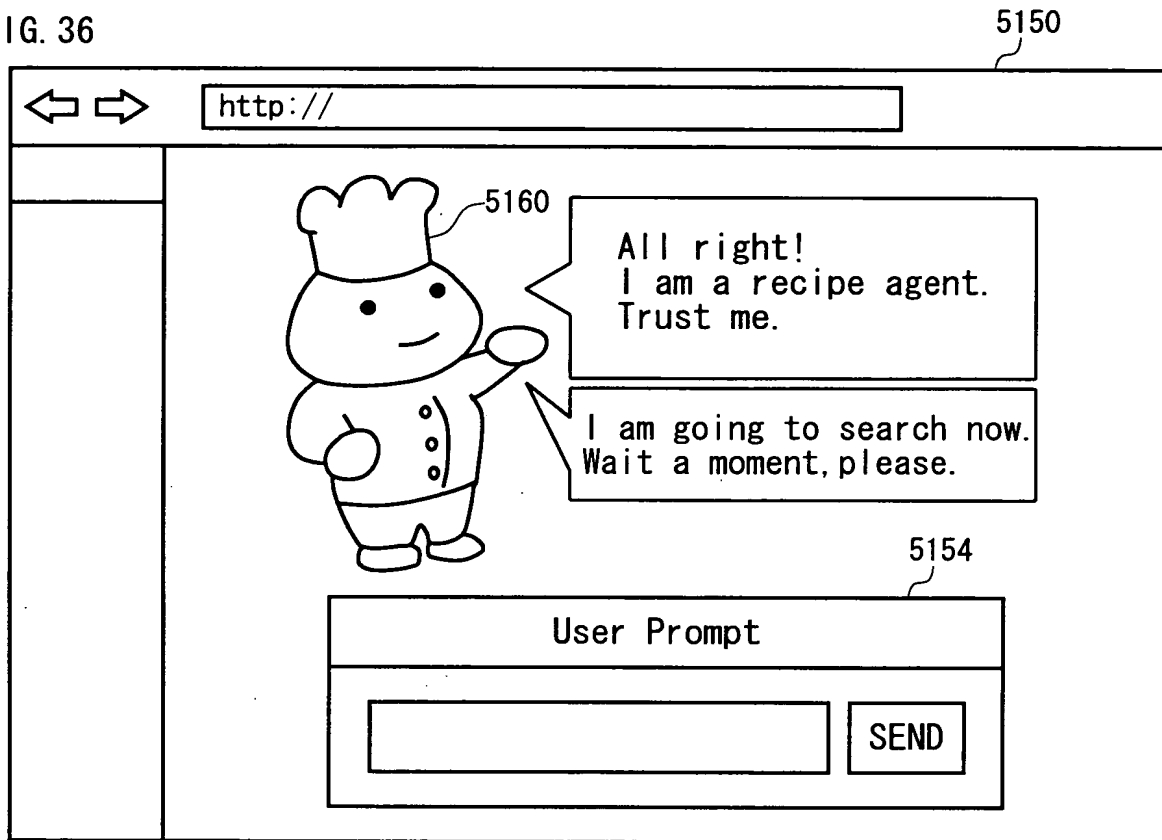
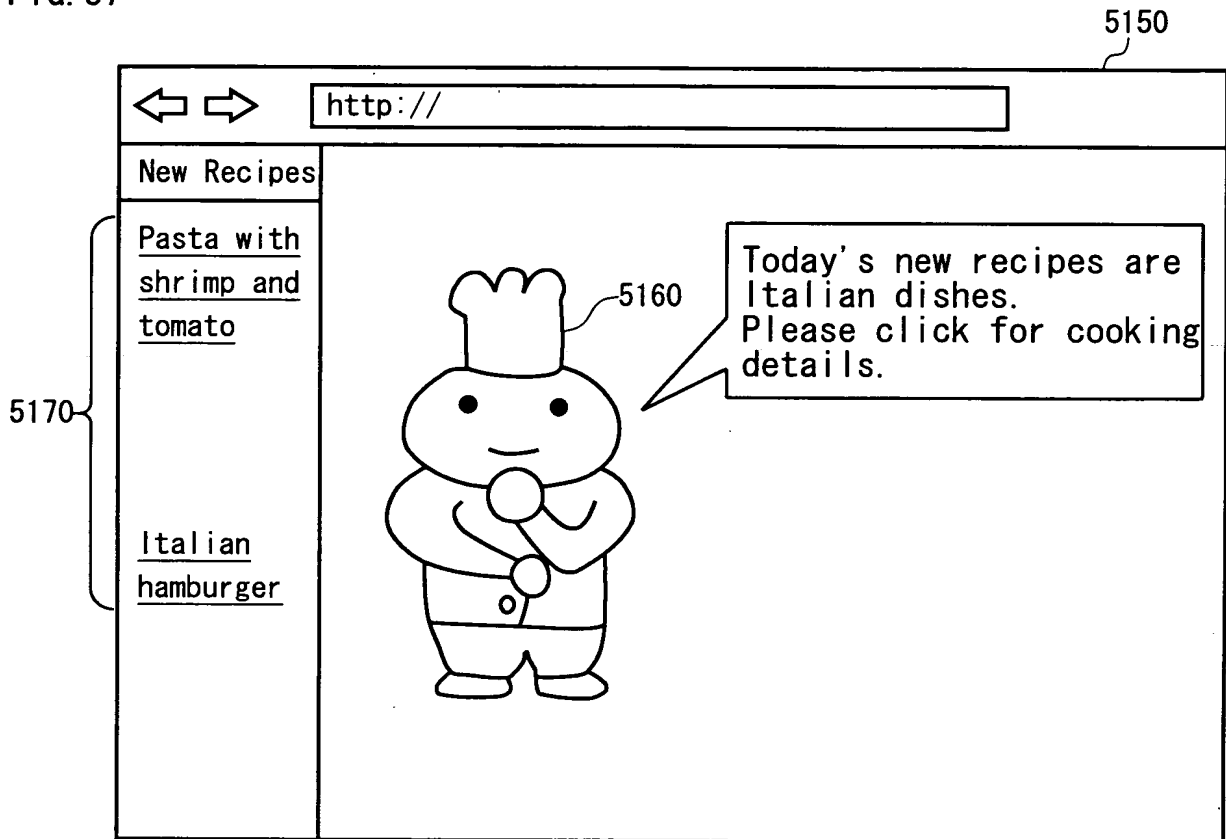
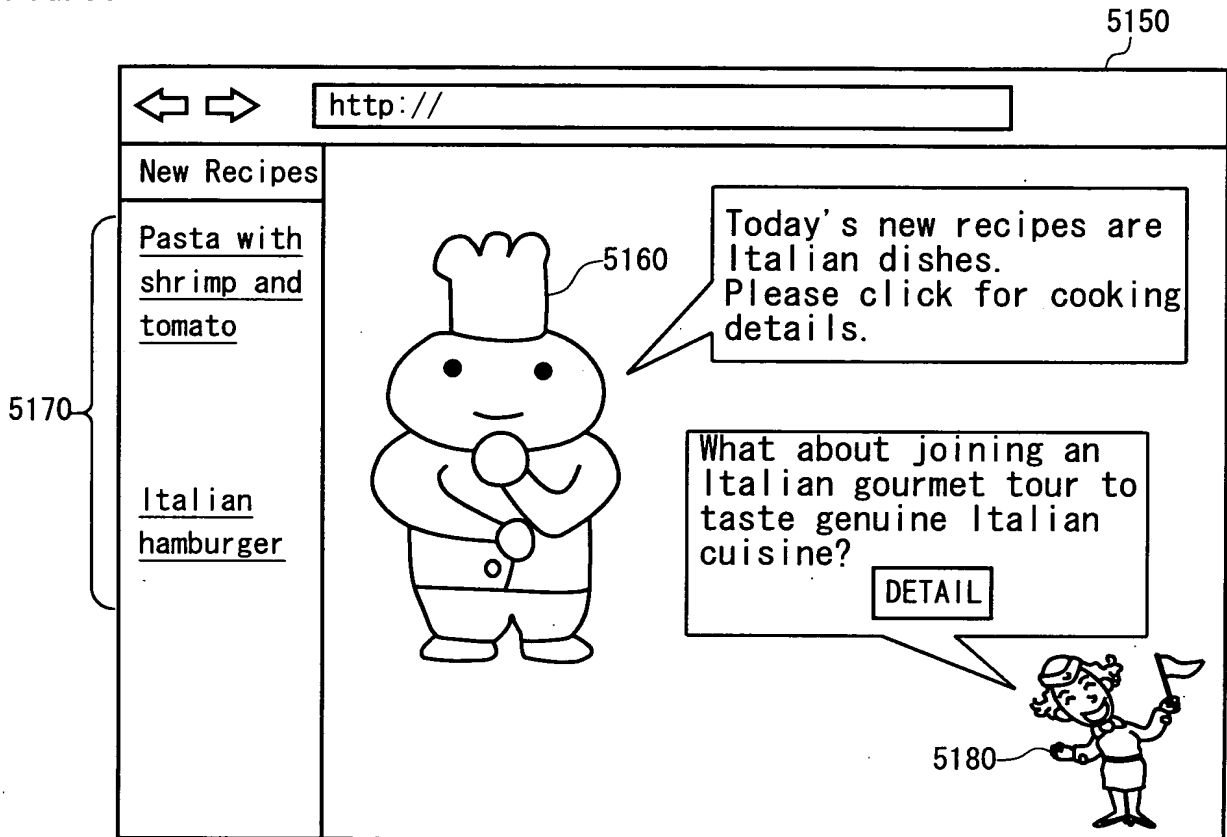


FIG. 37



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FIG. 38



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FIG. 39

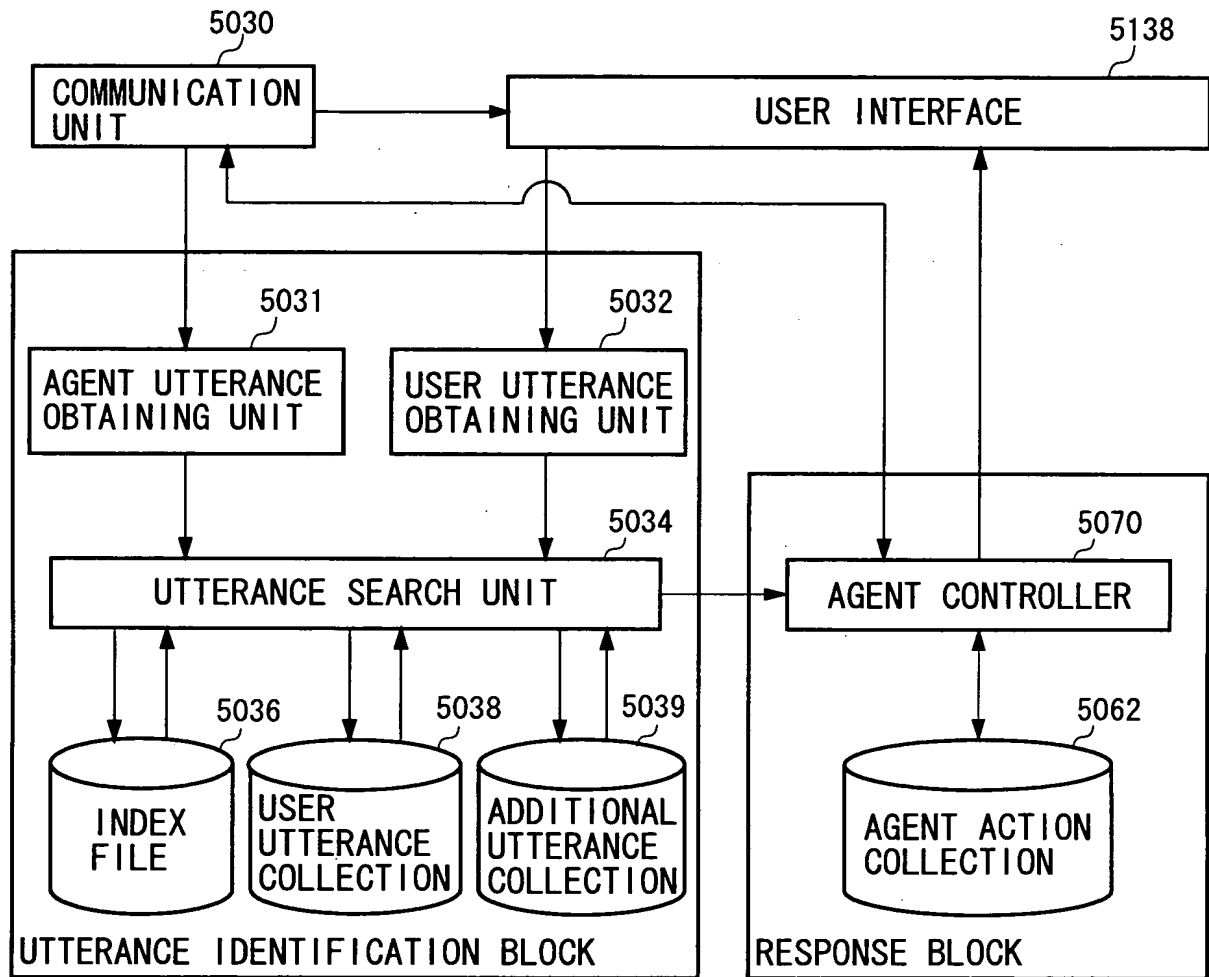


FIG. 40

